

Town of Big Flats Information Technology Disaster Recovery Plan

Purpose

The purpose of the Town of Big Flats Information Technology Disaster Recovery Plan is to address the range of potential threats to the Town's information technology (IT) systems and data, and establish a plan to restore operations as quickly as possible in the event of a disaster.

Scenarios

There are two planning scenarios that will enable the town to effectively prepare for and recover from likely potential threats:

- A. The Main Computer/Server fails due to a lightning strike, catastrophic equipment failure, etc.
- B. The Town Hall is destroyed in a natural disaster. In this scenario the Town will simultaneously be responding to other effects of the incident at the same time they are trying to restore computer operations.

Advance Planning

- ☐ Maintain rigorous backup routines that assure the data is available to restore.
- ☐ Have redundant computer technician services to assure immediate response.

Scenario A: Main Computer/Server Failure

Note: only the Business Automation Services (BAS) System including the financial, town clerk and tax collector modules will be affected by this scenario.

Recovery Activities

Preparation

- ☐ Notify BAS to schedule a restoration of the system in 24 hours
- ☐ Notify Carbonite to overnight data backup disks
- ☐ Obtain replacement main computer/server that meets basic market specifications from Dell Computer or an equivalent supplier.

BAS Restoration

- ☐ Install the new Main Computer/Server (if necessary)
- ☐ BAS will remotely install the software application modules on the Main Computer/Server
- ☐ Restore the data from the Carbonite backup disks
- ☐ Validate the data

Scenario 2: Town Hall is Destroyed

Recovery Strategy

Business services will be restored in this order:

First:

BAS system including the financial, town clerk and tax collector modules

Court system

Highway Department

Building Department1

Second:

Assessor

Planning Board

Zoning Board of Appeals

Recovery Activities

Preparation

- ☐ Determine if hard copy records have been affected by the disaster, and if so, what actions must be taken to minimize the damage.
- ☐ Notify the Court system in Albany to schedule a recovery of Court computer services
- ☐ Notify BAS to schedule a restoration of the system in 24 hours
- ☐ Notify Carbonite to overnight data backup disks
- ☐ Obtain replacement computers from the Taconic Hills School using an inter-municipal agreement. (see Attachment for minimum specifications)

☐ Obtain replacement main computer/server that meets basic market specifications from Dell Computer or an equivalent supplier.

☐ Determine the location of the temporary town offices

Recommended order of location options:

In the event of a community wide disaster the Highway Department and Building Department will play a critical role providing services. They will need their computer applications to coordinate services and record activities for future reimbursement.

1. Town Park Building – if it has internet service and does not obstruct sheltering activities
2. Old Police offices – if it has internet service and is not being used for a command center
3. Big Flat's Elementary School – if fiber optic internet service is functional; could function as temporary town offices even if sheltering is underway

☐ Maintain a disaster bag of equipment at the Town Garage Building of materials necessary to restore the computer operations, including but not limited to: Network Cables, rj-45 ends, 15, and 30ft patch cables, 16 port switch, wireless router, 1000 ft spool of Cat 5e cable, installation software (operating systems and application software², where applicable)

Network Restoration

☐ Install the new Main Computer/Server

☐ Install network PCs

BAS Restoration

☐ BAS will remotely install the software application modules on the Main Computer/Server

☐ Restore the data from the Carbonite backup disks

☐ Validate the data

Court System Restoration

☐ The Court system will be restored by the Unified Court System

Highway Department System

☐ Install PC

☐ Reinstall highway program and restore data

☐ Reinstall time clock and restore data

Building Department System

☐ Install PC

☐ Reinstall software

☐ Restore data from off-site backup

Assessor System

☐ Install PC

☐ The county must install the Real Property Tax application and data for RPS V4

☐ Picture data will be recovered from the online backup and/or a backup made by the assessor

Planning Board and Zoning Board of Appeals

☐ Install PC

☐ Install MS Office

☐ Restore data

2 If the application software is not available in the disaster bag get it from the vendor or from another town that uses the same software.

Hard Copy Records

If necessary, contact local storage firms for temporary storage. If records have been damaged by moisture consider cold storage or freezing. Ensure proper security.

Other

Store multiple hardcopies of this plan off site so it is available when needed.

Attachments

Emergency Contact List

Minimum Specifications for Computer Hardware

Main Computer

Intel Core 2 Duo

2GB Ram

Windows 7 Pro

Office 2003 Std

Network PCs

Intel Core 2 Duo

2GB Ram

Windows 7 Pro

Office 2003 Std

Other Hardware

Color Network Laser Printer